

1999-01 Performance Progress Report

For Quarter Ending June 2001

Agency 111

Department of Personnel

Mission

The mission of the Department of Personnel is to support and facilitate state government's efforts to attract, develop, and retain a productive and diverse workforce that is capable of delivering quality services to the citizens of Washington State.

Goal Provide competitive, value-adding consultation, assistance, and service that is clearly focused on customer needs and outcomes, and is flexible with regard to process and regulation.

Performance Measure By survey, percentage of state agency customers reporting that they are satisfied or very satisfied with the services provided by the Department of Personnel during the past year.

| Outcome | Fiscal Year 2000 | | | | Fiscal Year 2001 | | | |
|---------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|
| | <u>Quarter 1</u> | <u>Quarter 2</u> | <u>Quarter 3</u> | <u>Quarter 4</u> | <u>Quarter 5</u> | <u>Quarter 6</u> | <u>Quarter 7</u> | <u>Quarter 8</u> |
| Estimate | | | | 55% | | | | 60% |
| Actual | | | | 80% | | | | 87% |
| Date Measured | | | | | | | | |

Goal Support workplace fairness and productivity by providing neutral dispute resolution services for collective bargaining related matters; and prompt, fair hearings of personnel issues.

Performance Measure Percentage of resolutions at mediation

| Efficiency | Fiscal Year 2000 | | | | Fiscal Year 2001 | | | |
|---------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|
| | <u>Quarter 1</u> | <u>Quarter 2</u> | <u>Quarter 3</u> | <u>Quarter 4</u> | <u>Quarter 5</u> | <u>Quarter 6</u> | <u>Quarter 7</u> | <u>Quarter 8</u> |
| Estimate | | | | 70% | | | | 70% |
| Actual | | | | 74.2% | | | | 73% |
| Date Measured | | | | | | | | |

Goal Develop and administer job classification and compensation systems that are equitable for state employees and adaptable to agencies changing business needs, Recruit high quality and diverse candidates for state jobs as efficiently as possible.

Performance Measure Average number of weeks to establish a list of eligible candidates, from date of agency request.

* Based on Employment Application Process Performance Change Item

| Outcome | Fiscal Year 2000 | | | | Fiscal Year 2001 | | | |
|---------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|
| | <u>Quarter 1</u> | <u>Quarter 2</u> | <u>Quarter 3</u> | <u>Quarter 4</u> | <u>Quarter 5</u> | <u>Quarter 6</u> | <u>Quarter 7</u> | <u>Quarter 8</u> |
| Estimate | | | | 4 | | | | 4 |
| Actual | | | | 5.3 | | | | 5.4 |
| Date Measured | | | | | | | | |